

**AARP's** MATURE  
WORKFORCE SPEAKERS  
BUREAU

**Mary Cichocki, AARP-NC**

**Mature Workforce Speaker's  
Bureau -Volunteer**

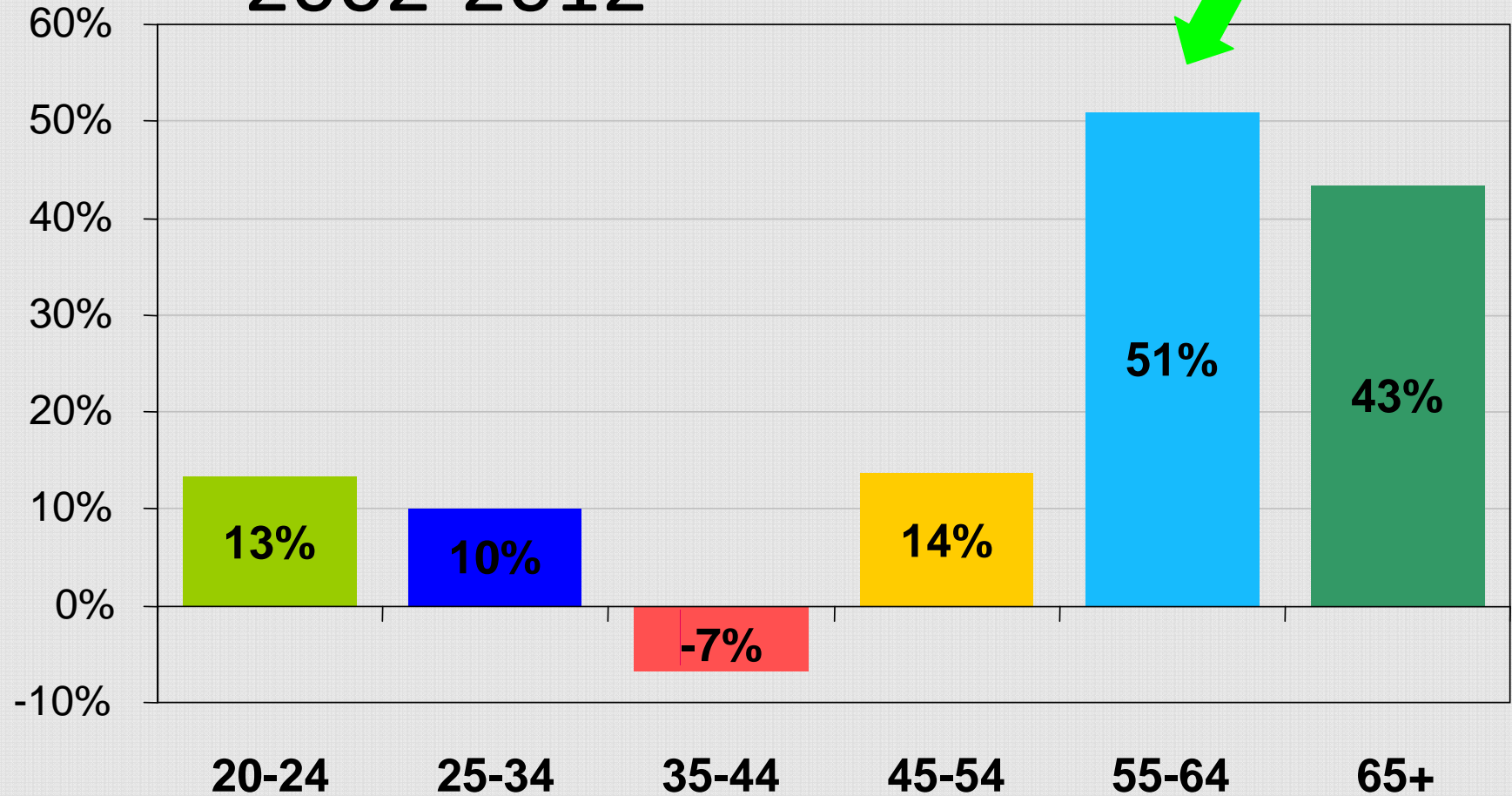


# **Awareness**

## **AGING WORKFORCE**



# AGING WORKFORCE 2002-2012



# Implications of Aging Workforce

- Skill and labor shortages
  - **18% of the workforce at a typical large company is retirement eligible and another 30% becoming retirement eligible in the next 5-10 years.**  
*Towers Perrin*
- Loss of organizational knowledge and expertise
  - **Only 28% percent of small business owners report that they "have planned for knowledge transfer from experienced older workers to other workers."** - *Boston Center on Aging*
- Increased competition for talent

# Skills Shortages Ahead

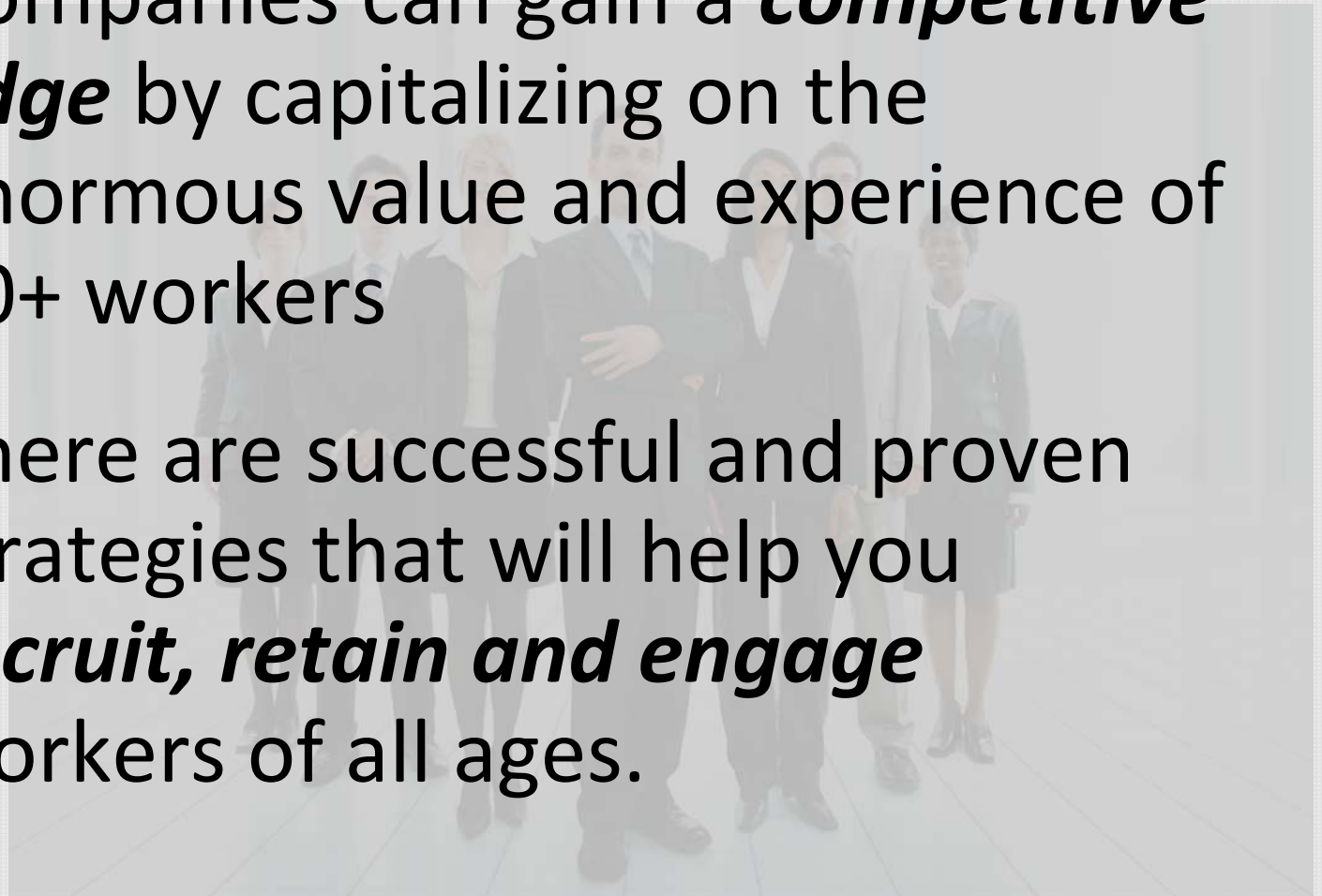
- Jobs with Current/Projected Shortages:
- RNs, Physicians and other healthcare functions
- Teachers, Librarians
- Public administration
- IT
- Manufacturing
- Skilled craft people
- Engineers
- Scientists

# Implications of aging workforce *(cont'd)*

- **The boomers will reinvent "retirement," working longer either because they want to or they need to**
  
- **Many American workers are not financially prepared for retirement and/or need Benefits**
  
- **Significant increase in working caregivers**
  - **Employers lose \$33 billion in productivity annually – *Metlife***

# Opportunity

- Companies can gain a ***competitive edge*** by capitalizing on the enormous value and experience of 50+ workers
- There are successful and proven strategies that will help you ***recruit, retain and engage*** workers of all ages.



# AARP PROGRAMS & RESOURCES

- **EMPLOYEE**

- Employee Survey -2007
- Job Search Assistance
  - Website: [www.aarp.org/erc](http://www.aarp.org/erc)
- Search Engines - RetirementJobs.com

- **EMPLOYER**

- Employer Survey -2007
- Website: [www.aarp.org/erc](http://www.aarp.org/erc)
- ASSESSMENT FOR COMPANIES - FREE
- 50 plus-Best Practices Program

# AARP 's EMPLOYER/EMPLOYEE SURVEY

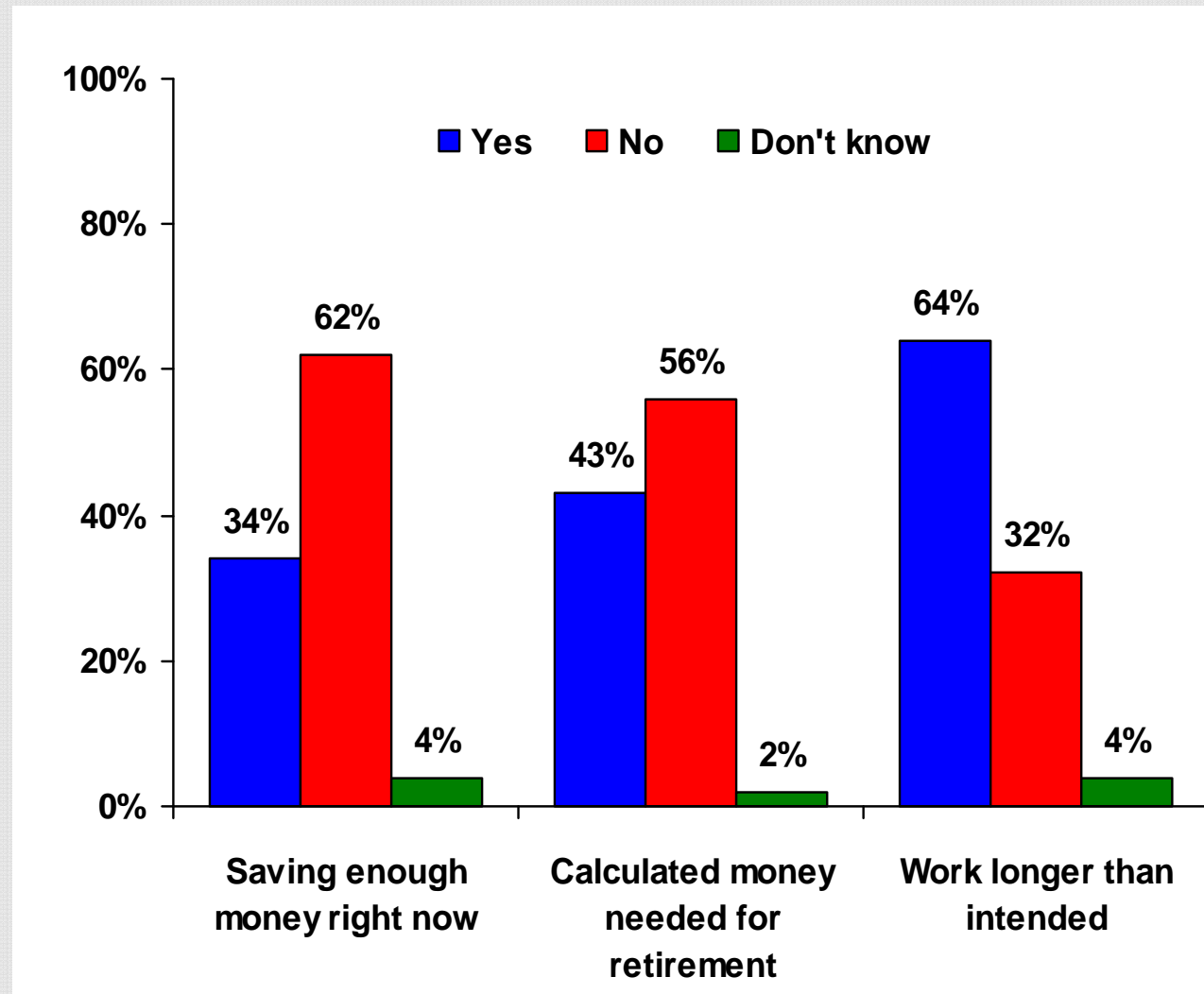
# 2007 NC

## Employee Survey

- RDD telephone survey of the general population in North Carolina 30 years and older who are employed
- 800 interviews
- Conducted October 19 through November 4, 2007
- Sampling error is  $\pm 3.5\%$
- Data weighted by gender to reflect proper distribution of workers 30+

# Thoughts About Retirement

- Majority is not saving enough
- Majority has not calculated how much money they will need for retirement
- Majority believes they will need to work longer



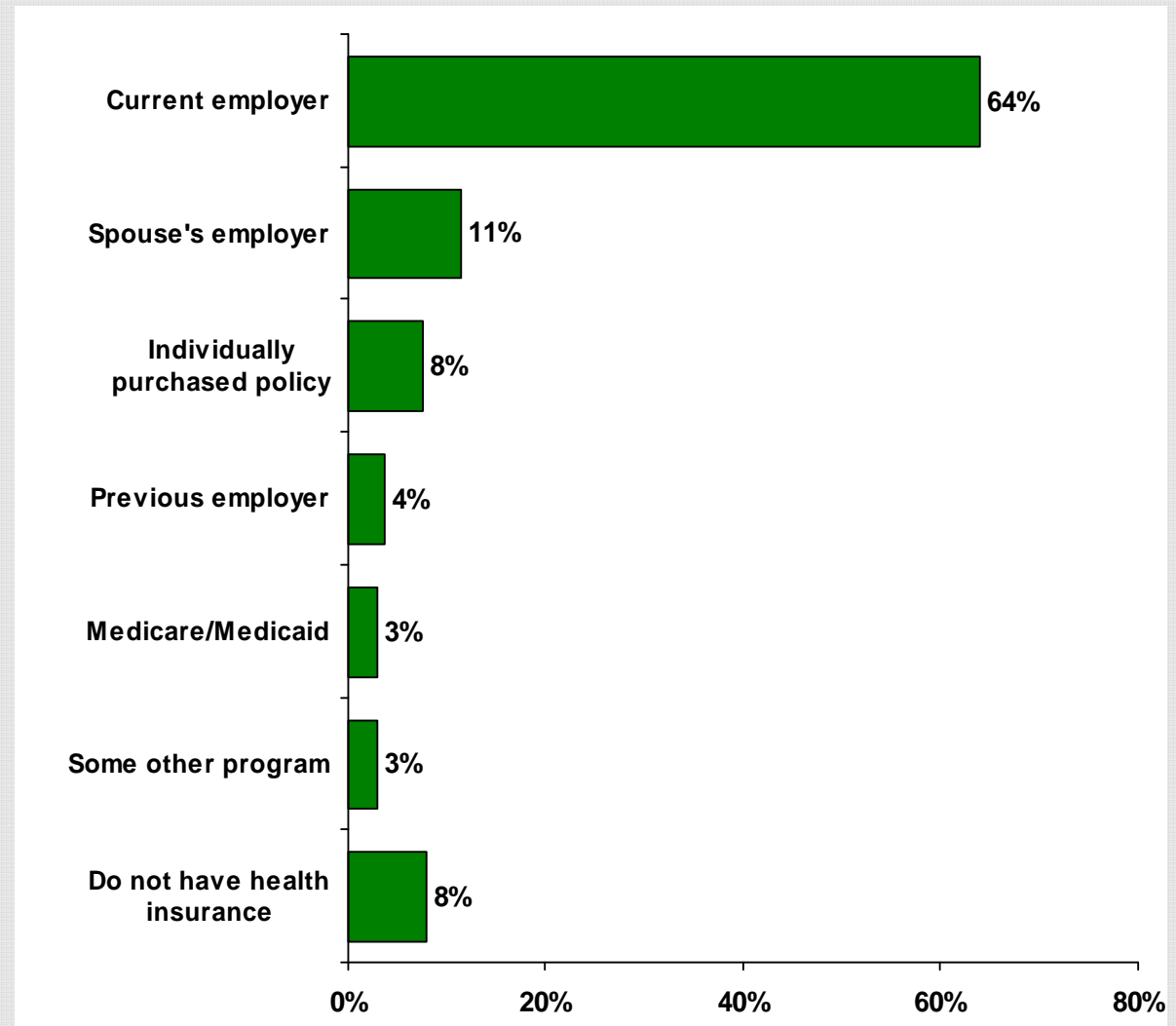
(More)

## Thoughts About Retirement

- Six in ten plan to work beyond their normal Social Security retirement age
- Why?
  - Need money
  - Need health insurance
  - Need prescription drug coverage
  - Enjoy working
  - Keep learning
  - Stay connected to others

# Health Care Coverage

- Most employees receive health insurance from employer
- 8% without coverage
- Most share cost with employer



# Benefits Received by Full-Time Employees 30+

Health & Leave		Work/Life Balance	
Paid vacation	79%	Opportunity to work part-time	52%
Paid sick leave	69%	Flexible work schedule	51%
Life insurance	65%	Work from home	28%
Dental insurance	65%	Compressed work week	23%
Short/long-term disability	62%	Job sharing	15%
Vision insurance	59%	Phased retirement	13%
Long-term care insurance	42%		

# 2007 NC

## Employer Survey

- Web survey of North Carolina employers
- Conducted November 16, 2007 through January 31, 2008
- E-mail sample of 447 e-mail addresses had a 13% response rate
- Mail sample of 2,255 had a 2% response rate
- 103 respondents
- Not representative of NC employers

# Most Important Issues to Employers

- **Attracting and retaining skilled workers**
  - 62% say it has taken more time to fill positions in the last 2 years
  - 48% say it is extremely or very likely their company will face a labor shortage in the next 5 years
- **Costs of health care**
  - National health expenditures per capita have grown from \$5,560 in 2002 to \$7,026 in 2006 (26%)

# Retaining Organizational Knowledge

- Over half of employers say they do not have (42%) or are not sure (17%) their company has a process to pass on knowledge and experiences when people leave, despite that...
  - 54% say a major amount of knowledge is lost; 36% say a minor amount
  - 82% say it is extremely or very important to retain it

# Steps Taken to Accommodate Older Workers

<b>Training to upgrade skills or knowledge</b>	<b>73%</b>
<b>Hiring retired employees as consultants or temps</b>	<b>64%</b>
<b>Part-time jobs without benefits</b>	<b>52%</b>
<b>Transfer to jobs with reduced pay and responsibilities</b>	<b>49%</b>
<b>Shifts from one career track to another</b>	<b>40%</b>
<b>Assistive technology aids or devices</b>	<b>32%</b>
<b>Part-time jobs with benefits</b>	<b>21%</b>
<b>Snow-bird program</b>	<b>6%</b>



**AARP Workforce  
Assessment Tool**  
[www.aarp.org/workforceassessment](http://www.aarp.org/workforceassessment)

# AARP Workforce Assessment Tool

WELCOME, John Smith [Logout](#)

workforceassessment@aarp.org  
John Smith  
Manager  
AARP

[Registration](#)

**Capturing your Employee Age Demographics**

[Assessing for Potential Skill Shortages](#)

[Knowledge Retention](#)

[Flexible Work Arrangements](#)

[Training and Development Opportunities](#)

[Benefits: Health and Financial](#)

[Workplace Accommodations](#)

[Positive Work Environment](#)

[Recruitment](#)

[Submit](#)

## Capturing your Employee Age Demographics

### 1. What is the current age breakdown of your employees?

39 & under #	40-44 #	45-49 #	50-54 #	55-59 #	60+ #	Totals
0	0	0	0	0	0	0
Total employees from registration screen						0

### 2. What is the current average age of your employees?

The average age of a U.S. employee is 40 years old. Track your own employee demographics since the average age of workers varies by industry.

### 3. What is the current average retirement age of your workforce?

The average retirement age of a U.S. employee is 62 years old. Track your own employee retirement rate since the average retirement age of workers varies by industry.

**At this time, how important is assessing the impact of an aging workforce on your organization? (Check one.)**

Top Priority  Important  Not Important at this time  Don't Know - Need to investigate further

[Save and Next](#)

[Cancel](#)

For questions about the AARP Workforce Assessment Tool, please email [workforceassessment@aarp.org](mailto:workforceassessment@aarp.org)

# AARP Workforce Assessment Tool

WELCOME, John Smith [Logout](#)

workforceassessment@aarp.org  
John Smith  
Manager  
AARP

[Registration](#)

[Capturing your Employee Age Demographics](#)

[Assessing for Potential Skill Shortages](#)

[Knowledge Retention](#)

**Flexible Work Arrangements**

[Training and Development Opportunities](#)

[Benefits: Health and Financial](#)

[Workplace Accommodations](#)

[Positive Work Environment](#)

[Recruitment](#)

[Submit](#)

## Flexible Work Arrangements

Does your organization currently offer any of the following flexible work arrangements?	Yes	No
Part time opportunities (full time employees can switch to part time hours)	<input checked="" type="radio"/>	<input type="radio"/>
Telecommuting (allowing employees to work from home or from a satellite location on a regular basis)	<input type="radio"/>	<input checked="" type="radio"/>
Flextime (allowing employees to choose the start and stop times for their workday within established limits)	<input checked="" type="radio"/>	<input type="radio"/>
Compressed work schedules (allowing employees to work more hours per day but fewer days per week, such as four 10-hour days)	<input type="radio"/>	<input checked="" type="radio"/>
Paid time off specifically designated for caregiving	<input checked="" type="radio"/>	<input type="radio"/>
Job sharing (splitting one full-time job into two or more part-time jobs)	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal or temporary assignments	<input checked="" type="radio"/>	<input type="radio"/>
Phased retirement arrangements through which mature workers may phase into retirement by working a reduced schedule prior to full retirement	<input type="radio"/>	<input checked="" type="radio"/>

[Save and Next](#)

[Cancel](#)

For questions about the AARP Workforce Assessment Tool, please email [workforceassessment@aarp.org](mailto:workforceassessment@aarp.org)

# **AARP Workforce Assessment Summary Report**

Prepared for

**AARP**

May 7, 2008

## Workforce Assessment Report

The following report provides a summary of your aging workforce demographics, current workplace practices, potential challenges, and projected hiring needs. The information provided here can serve as the foundation for developing your short and long-term staffing strategies. This report should be an evolving document, constantly updated as more information is available and as your staffing strategies are developed and implemented.

Your first step is to create internal awareness of any current skill shortages and potential challenges as a result of aging workforce trends in your organization. Circulate this report and its recommendations among your leadership and management to initiate your workforce planning discussions and strategies. While these summaries and projections are approximations, you should focus on patterns versus exact numbers.

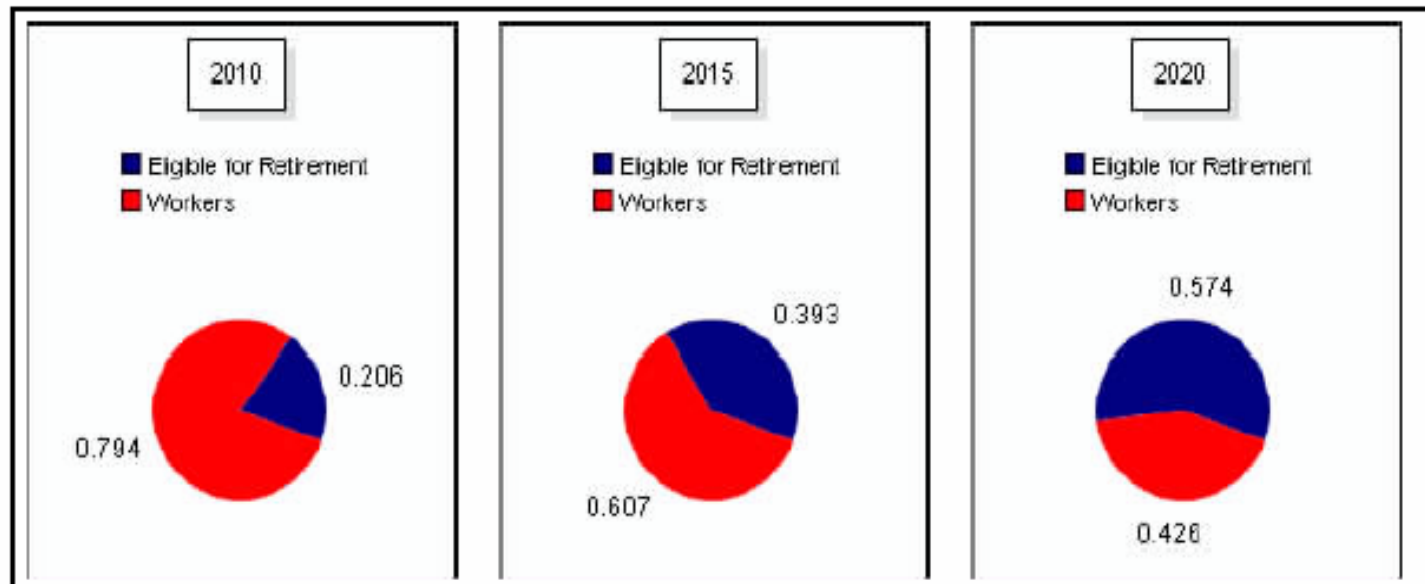
### Table of Contents

- [Summary of Priority Concerns](#)
- [Understanding your Employee Age Demographics](#)
- [Skill Shortages](#)
- [Knowledge Retention](#)
- [Flexible Work Arrangements](#)
- [Training and Development Opportunities](#)
- [Benefits: Health and Financial](#)
- [Workplace Accommodations](#)
- [Positive Work Environment](#)
- [Recruitment](#)
- [Leveraging Your Organization's Strengths](#)
- [Workplace Strengths Inventory](#)
- [Resources](#)

## Understanding your Employee Age Demographics

The average age of your employee is 41 and the average age of retirement for your employee is 59. While the following projections do not account for growth in your staff and general turnover, the charts provide a general representation of the retirement levels for your current employees.

39 & Under		40-44		45-49		50-54		55-59		60+		Totals	
#	%	#	%	#	%	#	%	#	%	#	%	#	%
260	18.6	250	17.9	235	16.8	285	20.4	220	15.7	150	10.7	1400	100



(Retirement age = 59.)

### Action Steps:

Review the charts to determine whether your organization will have staffing challenges based on

## Workplace Strengths Inventory

Principle	Practice	Exists	Priority Areas for Development
<b>Age Diversity and Fairness</b>	Education of managers, supervisors and interviewers on fair hiring and age discrimination issues		
	Incorporate age neutral and/or images of mature workers in recruitment materials	✓	
	Strategic inclusion of age diversity in workforce, staff teams, and committees		
	Age Diversity training for managers and staff		
	Periodical review of organizational policies and practices as they relate to older workers		
<b>Flexible Work Arrangements</b>	Part time opportunities	✓	
	Temporary/seasonal work		
	Flex-time		
	Phased retirement(w/benefits)	✓	
	Job sharing	✓	
	Telecommuting	✓	
	Compressed work weeks	✓	
	Rehiring of retirees		
	Health Insurance	✓	
	Health Insurance for part time employees		



**Best Practices**

# Best Practice Employer Programs

- AARP Best Employers for Workers Over 50
- AARP International Employer Award
- CEO Round Tables
- National Employer Team Program
- Aging Workforce Advisory Council

# AARP resources can help...

**AARP Workforce Assessment Tool**

Email Address  Password

[Forgot password?](#)  
[New to the site? Register!](#)

**Welcome to AARP's Workforce Assessment Tool.**

This free, confidential tool can help your organization assess its current and future workforce needs. AARP's Workforce Assessment Tool will automatically generate a report that can help you:

- Assess any potential impact the aging workforce will have on your organization
- Map out your current employer practices and identify areas for improvement
- Provide recommendations on how to create an "age-friendly" workplace that appeals to all workers
- And provide an inventory of your workplace strengths that can be used to enhance your employer brand.

**How it works:**  
New users need to register to create an account and password saved in your account, you can update your data and receive reports.

The assessment tool will take an estimated 30 minutes to complete and a report will be automatically generated based on your responses.


**Getting started:**  
To create a new account and access the assessment tool, please register for a new account? **Login above.** You will have the ability to save any data entered during the assessment tool.

**Questions:**  
For questions regarding the assessment tool, please email [aarp@workforceassessment.com](#)

*Confidentiality: The information you provide and the feedback you receive will be kept confidential. AARP will not review or publish an individual employer's accompanying report.*

For questions about the AARP Workforce Assessment Tool, please contact [aarp@workforceassessment.com](#)

All contents © 2008 AARP



Home | Proponents | Media | Success stories | Research & Research | Support

**Retirement Made Simpler**  
HELPING YOU ACHIEVE YOUR GOALS RETIRED-OR-NEAR

Three trusted organizations coming together to help you help your employees retire with confidence.

**It's easy.**

- 1 About Auto 401(k)s**  
The automatic 401(k) is sweeping the retirement industry. We've set a pre-set contribution level into pre-selected investment funds and are in the plan unless they opt out.
- 2 How you'll benefit**  
With an automatic 401(k), not only will your employees experience greater job satisfaction, it will generally be easier for your company to pass nondiscrimination testing.
- 3 Getting started**  
The process. So it's getting started as easy as...

Success stories [View all >](#)

**ProAssurance**  
The benefits team at ProAssurance, a medical liability insurance company, realized their 401(k) plan and realized that many of their employees were not taking full advantage of the plan.




**2008 401(k) Benchmarking Survey shows strong gains in automatic enrollment, satisfaction**  
This year's survey—conducted by Deloitte, the International Foundation of Employee Benefit Plans and the International Society of Certified Employee Benefits Specialists—confirms the strong progress that both knowledge of the high (94%) satisfaction rate expressed by employers who have made the switch to auto-enrollment.

**Organizations around the country are proponents of automatic 401(k)s**  
Automatic 401(k) Proponents Want to add your organization to the list? [Email us](#)

**AARP's Chief Operating Officer Tom Nelson on Automatic 401(k) Implementation**  
[Download the Article](#)

Get valuable updates about Automatic 401(k)s. Subscribe to the RetirementMadeSimpler.org E-Mail Newsletter

Home | Legal Notices | Subscribe | Contact Us | Media  
© Copyright 2007, Retirement Made Simpler. All rights reserved.

AARP HOME | AARP The Magazine | Bulletin Today | AARP Segunda Juventud | Products & Services | AARP Foundation | Divided We Fall

**AARP** BETA  
Connect with the AARP Community. It's free.


Enter Search Terms

HEALTH | MONEY | LEISURE | MAKE A DIFFERENCE | FAMILY | ONLINE COMMUNITY | MEMBERSHIP

HEALTHY LIVING | CONDITIONS & TREATMENTS | DOCTORS & HOSPITALS | INSURANCE & MEDICARE | LONG-TERM CARE

**HEALTH**

**New!**  
Find top-rated health providers with our doctor/hospital search tool  
[LEARN MORE](#)

**The 10 Healthiest Hometowns**  
By Sarah Mahoney and Brad Edmondson  


**WebBullintoday**  
• Senate Asks 9 Insurers to Furnish Information  
• Health clinic for needy will expand  
• Day 1: Drug Offers a Ray of Hope for Alzheimer's Patients  
• Myth Buster: Coffee Dehydrates You  
[More News >](#)

**Tools**  
**New Symptom Checker**  
Look up what's ailing you and learn about potential causes.  
**New Health Encyclopedia**  
Learn about conditions, symptoms, procedures, and more.  
**Medicare Interactive Tool**  
This tool will guide you through the Medicare process.  
**Benefits QuickLINK**  
Find out which public or private benefits are available for older adults and families with children.  
**BMI Calculator**  
Find out by using this body mass index (BMI) calculator. [Read this disclaimer in its entirety.](#)

Clean air. Great Hospitals. Walking Trails. These cities have that and more.

**Your Rx: You May Not Know This**  
By Irene Levine  
Is your doctor prescribing drugs not approved for your condition?


**Take Care of Your Skin**  
By Leslie Staumann, M.D.  
Try this three-step plan to ease wrinkles and, yes, adult acne.

**AARP MEMBERSHIP**  
Join, renew, or learn about exclusive AARP member benefits.

**WE CAN WORK WITH THAT.**  
**Allstate RETIREMENT**  
[LEARN MORE](#)

**AARP HEALTH BENEFITS**  
[Insurance & Plans](#)

Press Center | Events | Policy & Research | NRITA | TV | Radio | States | AARP en Español  
About AARP | Help | Contact AARP | Careers | Privacy Policy | Terms of Service | Advertise with AARP | Sitemap

Copyright 1999-2008, AARP. All rights reserved. A Member of AARP Global Network 

# Resources

- Employer/Employee Resource Center
  - [www.aarp.org/erc](http://www.aarp.org/erc)
- AARP Workforce Assessment Tool
  - [www.aarp.org/workforceassessment](http://www.aarp.org/workforceassessment)
- AARP SmartBrief: Bi-weekly News Round-up
  - [www.smartbrief.com/aarp](http://www.smartbrief.com/aarp)

# Contact Information

**Mary Cichocki- [marycichocki@gmail.com](mailto:marycichocki@gmail.com)**

**Suzanne LaFollette-Black- [sblack@aarp.org](mailto:sblack@aarp.org)**

## Employer Resource Center

- [Recruitment](#)
- [Workforce Trends](#)
- [Retention Strategies](#)
  - [Workplace Law](#)
  - [Benefits](#)
- [Best Employers Program](#)

## Employee Resource Center

- [Choosing a Career](#)
- [Job Loss Help](#)
- [Finding a Job](#)
- [Self Employment](#)
- [Workplace Flexibility](#)



*The power to make it better.®*



*The power to make it better.®*



*The power to make it better.®*